



2020 CENSUS PROGRAM MEMORANDUM SERIES: 2022.04

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MEMORANDUM FOR: The Record

From: Albert E. Fontenot, Jr. **(Signed January 19, 2022)**
Associate Director, Decennial Census Programs

Subject: Documentation of Updates to the Forms Printing and Distribution Operation

Contact: Myron Smith
Decennial Census Management Division – Forms Printing and Distribution
Branch
301-763-9378
myron.c.smith@census.gov

This memorandum documents updates that have been made to the Forms Printing and Distribution (FPD) operation since the release of the Forms Printing and Distribution Detailed Operational Plan (DOP) on February 24, 2020. There were no significant architecture changes to the FPD operation. The COVID-19 pandemic did result in operational impacts, including printing production process changes, adjustments to mail schedules, and the addition of new mailings. These are impacts to the Design Assumptions, as shown in Section 2.5 of the DOP. The updates, summarized below, are provided to ensure accurate final documentation is available to the public.

- Self-Response Mailing 4 and 5 schedule finish dates were delayed approximately two weeks because of the COVID-19 pandemic. Printing production throughput was reduced, and FPD implemented a flow-based strategy to address and mail to the most-distant destinations first for each cohort.
- An additional mailing (postcard) was conducted targeting those households that receive mail at post office boxes only (completed July 10, 2020).
- The 2020 Census mail strategy¹ was updated to include two additional mailings.
 - A sixth mailing (reminder postcard) was added to the contact strategy for those housing units that had not yet responded by mid-July; in-home dates: July 22-28, 2020.
 - In mid-August, a seventh mailing (questionnaire package) was sent to nonresponding housing units in the lowest responding areas; in-home dates: August 23-September 15, 2020.

¹ The original 2020 Census mail strategy is included in the Internet Self-Response (ISR) DOP on page 25, and the updated mail strategy is included in the ISR DOP update document at: [Memorandum 2021.04: Documentation of Updates to the Internet Self-Response Operation \(census.gov\)](#).

- Other mailings supporting Nonresponse Followup (NRFU) and Update Leave (UL) were delayed to align with the extended field operations. These delays necessitated extending the main print vendor contract and facility leases until October 2020.
 - NRFU Administrative Records Postcards
 - NRFU Mailing 1 was rescheduled 20 days later; the new in-home date: June 8, 2020.
 - NRFU Mailings 2 through 7 were delayed 90 days; the new in-home dates: August 24–September 28, 2020.
 - NRFU Mailings 8 through 11 were removed because the NRFU duration was shortened.
 - UL Reminder Cards were rescheduled 90 days later; the new in-home date: July 17, 2020.
- Printing production process impacts resulting from the COVID crisis included:
 - The primary production facility for self-response mailings was temporarily shut down for deep cleanings and some staffing shortages.
 - Production staffing was reduced to allow for social distancing.
 - The postal barcode used to track mailpieces was moved from the address block in the open window and placed on the outside of the outgoing envelopes.
 - Print vendor oversight, monitoring, and reporting processes were modified. This activity is described in section 3.5 of the DOP. The print program leveraged its adaptability to transition from in-person to virtual reviews while continuing to maintain a high level of quality.

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